

BEHAVIORAL HEALTH WORLD SERIES

# Webinars



Let's get real   
REAL SKILLS FOR PEOPLE WORKING IN MENTAL HEALTH & ADDICTIONS

[www.TheNationalCouncil.org](http://www.TheNationalCouncil.org)

## *Let's get real*

- Requirements for effective services
- Improving organisational performance
  - workforce knowledge and skills
  - quality systems



## Background to *Let's get real*

1996

1998

2001

2002

2005

2007

2008

2009

Mason  
Report

## Development process

- International literature review
- Development of scenarios to identify knowledge and skills
- Stakeholder involvement of service users, families and staff
- Recognition of values and attitudes
- Alignment with professional competencies
- Identification of tools to assist implementation

## Seven Real Skills

- Working with service users
- Working with Māori
- Working with whānau/families
- Working within communities
- Challenging stigma and discrimination
- Law, policy and practice
- Professional and personal development

Essential

Practitioner

Leader

# Webinars

## The seven Real Skills

Working with  
service users

Working with  
Māori

Working with  
families/whānau

Working within  
communities

Challenging  
stigma and  
discrimination

Law, policy  
and practice

Professional  
and personal  
development

### Values

Respect  
Human rights  
Service  
Recovery  
Communities  
Relationships

### Attitudes

Compassionate and caring  
Genuine  
Honest  
Non-judgemental  
Open-minded  
Optimistic  
Patient  
Professional  
Resilient  
Supportive  
Understanding

## Working with service users

*Every person working in a mental health and addiction treatment services utilises strategies to engage meaningfully and work in partnership with service users, and focuses on service users' strengths to support recovery*

### Essential

*understanding recovery, strengths, planning, key aspects of mental illness*

### Practitioner

*recovery in practice, working in partnership & therapeutic relationship*

### Leader

*integrating recovery into service*

## Professional and personal development

*Every person working in a mental health and addiction treatment services actively reflects on their work and practice, and works in ways that enhance the team to support the recovery of service users.*

### Essential

*Effective communication, team work, gathers and uses information, engages in supervision*

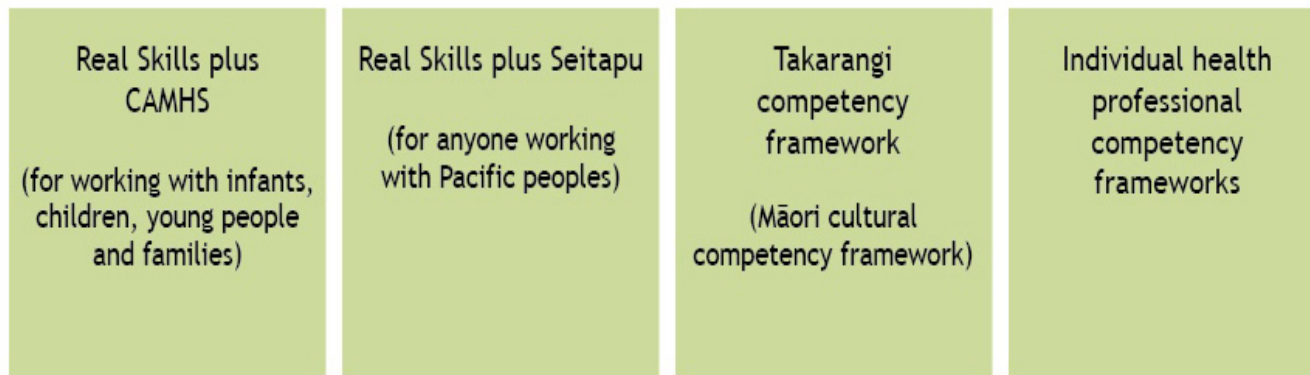
### Practitioner

*Facilitates collaborative learning, manages complex communication processes, uses information to improve service user outcomes, familiar with research & evaluation*

### Leader

*Nurtures team development, uses information in service planning, creates healthy workplaces & culture, fosters innovation, research, & evaluation, coaches, supports & provides feedback*

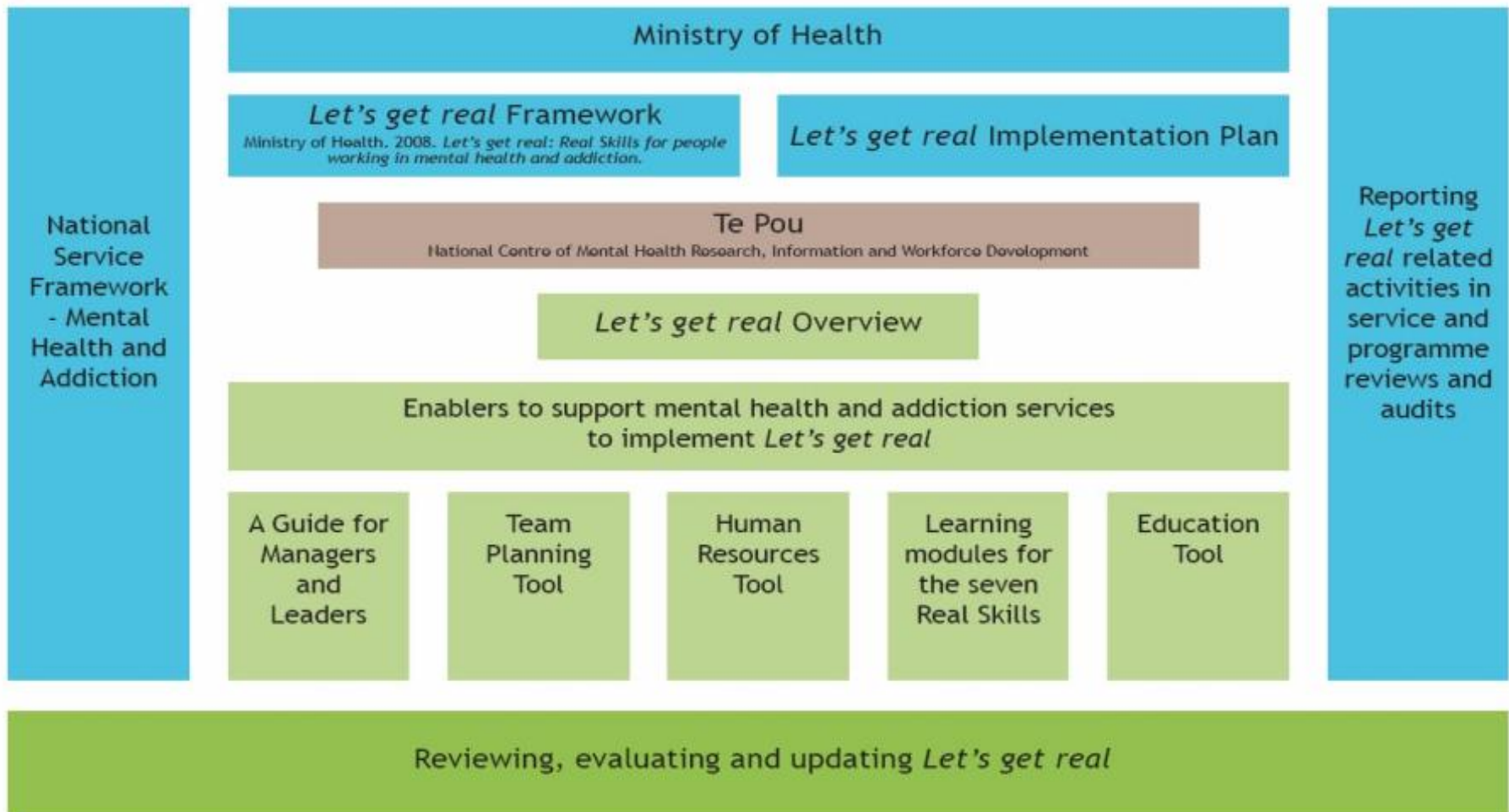
## Let's get real and other competency frameworks



### The seven Real Skills



## Let's get real in context



## Implementation plan

### Transition phase 2009-2011

- awareness raising
- understanding how to use *Let's get real*
- DHB and NGO leaders
- education and training providers
- professional bodies

## Implementation plan

### Consolidation phase 2011-2013

- managers integrating into processes and systems
- up skilling the workforce
- individual and team Real Skills
- education and training programmes aligned
- professional bodies

## Te Pou's role

To assist services in the use of *Let's get real* by:

- development of *Let's get real* enablers for use in services (tools and learning modules)
- raising awareness
- on site support with services
- sponsorship of training initiatives.

## *Let's get real* enablers

- *Let's get real* Overview
- Guide for Managers and Leaders
- Team Planning Tool
- Human Resources Tool
- Education Tool
- Learning modules x 23

## *Let's get real overview*

A summary document about  
*Let's get real* for the sector.



## Human Resources Tool

- Supports the implementation of *Let's get real* into human resource systems and processes
- A comprehensive tool with templates that can be downloaded and adapted for own use

## Team Planning Tool

- Helps teams to incorporate *Let's get real* into everyday practice
  - Integrate *Let's get real* into team planning and service documents
  - Produce a workforce plan for services and or teams to upskill team members in the 7 Real Skills

## Education Tool

- Two purposes:
  - Integrate *Let's get real* into curricula development
  - Integrate *Let's get real* into programme review processes
- Supports professional bodies to audit training programmes/courses

## Learning Modules

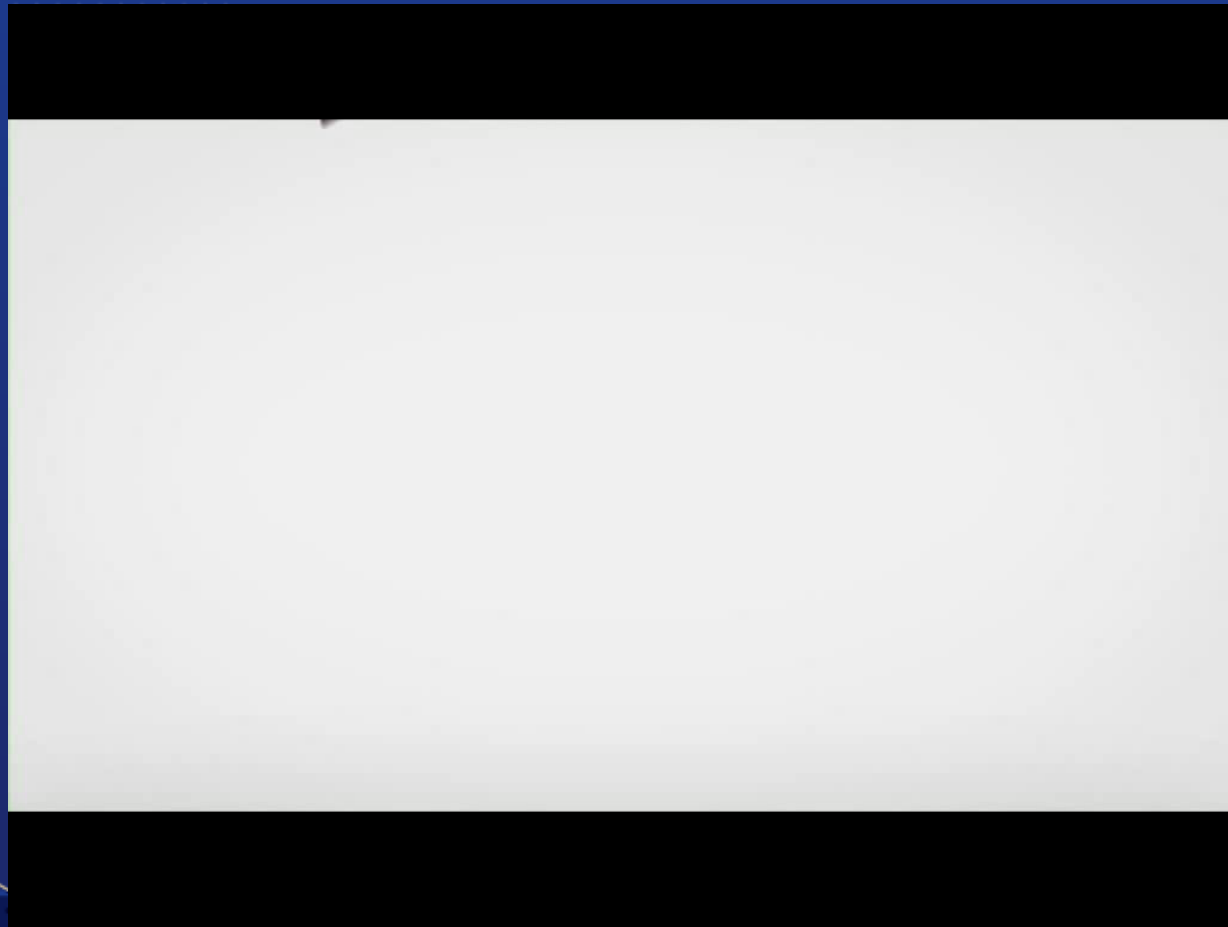
- Self-directed learning
- Can be adapted for group learning
- Modules:
  - Getting Started
  - Values and Attitudes
  - Real Skills (three levels per Real Skill)



## Transition Phase- Use of *Let's get real*

- Leaders and managers – planning right approach
- Pick and mix
- Human resource processes
- Integrating to training and education programmes
- Engaging professional bodies
- Workforce development through training
- Evaluation of use of *Let's get real* enablers
- Use of *Let's get real* across Te Pou activities
- Interest from other sectors

## Digital Story Service users perspective



## Consolidation phase Use of *Let's get real*

- Meeting service priorities
  - Use of enablers
  - Assisting leaders to engage workforce
  - All Te Pou's resources and activities
- Values based practice
- Development of additional resources
- Evaluation results
  - Update enablers
- Building organisational performance
  - Use of information
- Planning for Te Pou's work with stakeholders



## Digital story: Joshua Palmer



## Ongoing activities

- Awareness raising to continue
- Consolidation becoming evident in services and education providers
- Contract reporting
- Information to demonstrate change

## More information

<http://www.tepou.co.nz/letsgetreal>

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